



# Getting Started with Pickup Orders

Version Number: 0.9

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# Welcome!

Thanks for being a Weedmaps Logistics customer. We're excited to partner with you to help you grow your business. This guide walks you through how to:

1. View a new pickup order.
2. Update the status of a pickup order.
3. Complete a pickup order after the customer/patient has received their order.
4. Cancel a pickup order.
5. Search for a pickup order.
6. View all orders.

This guide is intended for the person at your business who manages online pickup orders.

## Requirements

Before you can access pickup orders, you must have a *WM Business* account and the proper login credentials.

### Browser

Google Chrome™ and Safari®: *WM Business* is designed to work with the current version of Chrome and Safari browsers.

### Hardware

*WM Business* is designed to work on desktops, laptops, and tablets.

### Other

An internet connection is required to process pickup orders.

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## Definitions

**Listing ID Number (WMID)** – A unique identification (ID) number assigned by Weedmaps that corresponds to each listing's personalized marketing page displayed across all Weedmaps platforms. A business serving multiple locations may have more than one listing, but must designate a primary parent listing, with all others as subordinate child listings. Any subordinate child listings must use the WMID of the primary parent listing.

**Pickup Order** – A type of online order where customers/patients travel to a storefront dispensary location to pick up the items they have purchased.

**Product** – Any type of cannabis good (e.g., extracts, topicals, flowers).

**Region** – A geographical area where your Listing serves patients and customers. Your regions typically include areas serviced by your deliveries or where your dispensary storefronts are located.

**Team** – The employees at your business/dispensary who gather the products for customers/patients' pickup orders.

**WM Business** – The area of the Weedmaps website where the Listing Owners can manage their account, deals, listings, menu items, and online orders.

## Overview: Pickup Orders Card

The pickup orders card shows the customer/patient's information, the customer/patient's order, any relevant notes from the customer/patient in regard to their pickup order, and the total price of the sale. The pickup order card cannot be edited. Refer to the pickup order card below for details.

The screenshot displays a mobile application interface for a pickup order card. At the top, there is a 'CLOSE' button and a status indicator 'IN PROGRESS' with a printer icon. The card is divided into several sections: 'Customer Information' showing the date and time (11/05/18 at 4:27 PM) and an order ID (186953); 'CUSTOMER NOTES' with the note 'Call me when you arrive.'; 'Identification' showing 'MEDREC' and 'ID' cards; 'Items' listing three products: '1x 1/8 Dosidos \*\*PAPER PLANES\*\*' for \$60.00, '4x Quad Dose, Sativa' for \$48.00, and '1x 1/8 Monkey Tape - ATS Galaxy' for \$45.00. A summary section shows a subtotal of \$5,506.98, excise tax of \$878.36, and sales tax of \$32.49, resulting in a total of \$6,417.83. At the bottom, there are 'CANCEL' and 'COMPLETE' buttons.

Appendix A: Pickup Order Card

1. **Print** – Print the pickup order card.
2. **Pickup Status** – The current status of the pickup order.
3. **Order ID Number** – The ID number for this particular pickup order.
4. **Customer Information** – The customer/patient's information as provided by them.
5. **Customer Notes** – Notes for the pickup order provided by the customer/patient, if any.
6. **Identification** – Medical Recommendation and Identification cards uploaded by the customer/patient.
7. **Pickup Order** – The products the customer/patient ordered.
8. **Total** – Taxes and the total price of the order.
9. **Cancel** – Cancels the pickup order.
10. **Complete** – Completes the pickup order after the customer/patient has picked up their order.

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## Accessing Your Pickup Orders

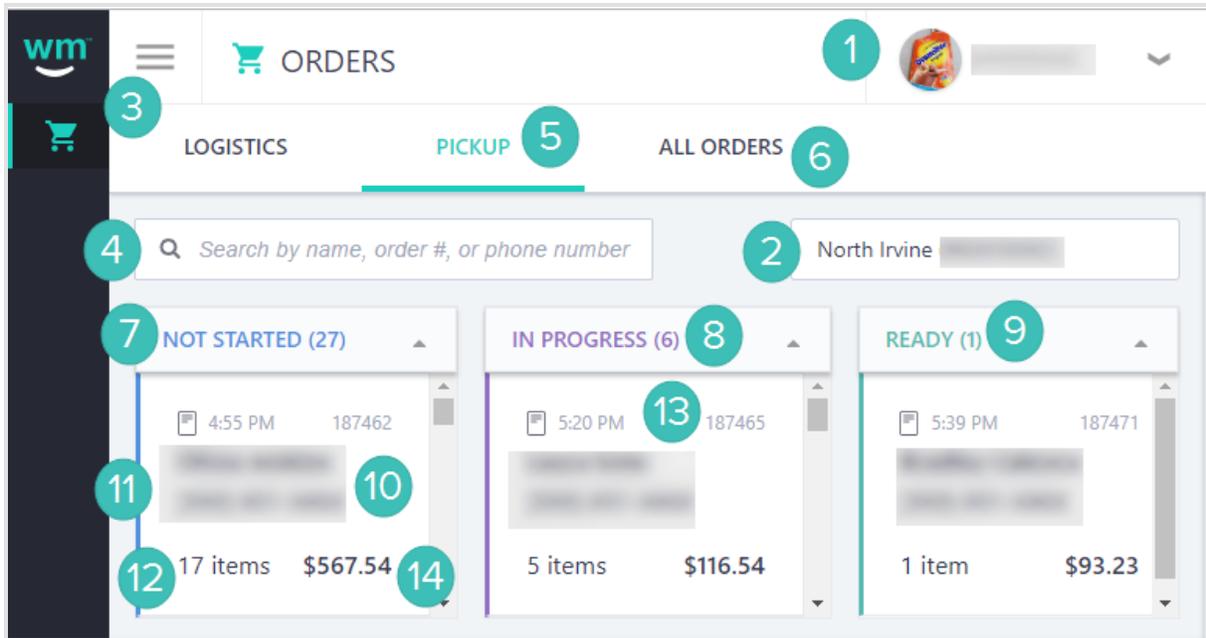
The first time you log in and toggle to enable pickup orders, you're guided through the migration process. You'll need to create teams of employees.

The *Pickup* page gives you full control of the pickup orders your business receives. From here, you can:

- See real-time progress of each pickup order.
- Search for pickup order information.
- Sort pickup orders by time.
- Move pickup order cards to each stage in the process.
- Print a specific pickup order.
- Cancel pickup orders.
- View customer/patient information in each pickup order.
- Complete your pickup orders.

## Overview: Pickup Page

The *Pickup* page provides an overview of all your current pickup orders, organized by status. Refer to the below for details.



Appendix B: Pickup Page

1. **User menu** – A quick way to access your account.
2. **Location** – The current region where these orders are taking place.
3. **Menu** – Access to the menu.
4. **Search** – Search orders by entering a name, order number, or phone number.
5. **Pickup** – Access the *Pickup* web page.
6. **Orders** – Access the *Orders* web page.
7. **Not Started column** – Cards enter this column when they are newly created.
8. **In Progress column** – When the order is being worked on by a team, the card is moved to the **In Progress** column.
9. **Ready column** – When the order is ready for pickup, it's moved to the **Ready** column.
10. **Pickup Order Card** – Contains the order, customer/patient's information, total items requested, order ID number, and total price.
11. **Customer/Patient Information** – Displays the customer/patient's name and phone number for that order.
12. **Item** – Displayed the total number of items ordered.
13. **Order ID Number** – A unique ID number for a particular order. No two order ID numbers are alike.
14. **Total** – The total amount of money for the order.

## Completing a Pickup Order

Completing a pickup order is fast and efficient. When a customer/patient creates a new pickup order, a pickup order card is automatically created in the **Not Started** column. Each time the pickup order card is moved, the following happens:

- The status is changed.
- A notification appears on your screen.
- The customer/patient receives a notification with the current status.

As your team begins to fulfill the order, select and drag the card to the **In Progress** column.

**Note:** In order for your customers/patients to receive a notification that their order is being fulfilled, you must select and drag the card to the **In Progress** column.

When the order has been fulfilled, select and drag the card to the **Ready** column.

**Note:** In order for your customers/patients to receive a notification that their order is ready for pickup, you must select and drag the card to the **Ready** column.

After the customer/patient has picked up their order, select and drag the card to the **Complete (drag order here)** section.

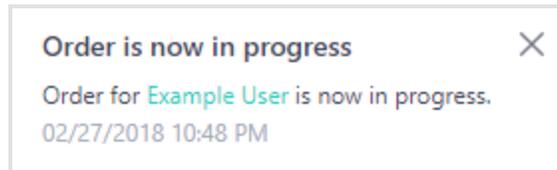
**Note:** The pickup order card must follow this workflow to ensure the customer receives the appropriate notification. You cannot skip steps (e.g., a card cannot go from the **Not Started** column to the **Ready** column).

You can also view the pickup order card at any time during the process by simply selecting the card. To close the pickup order card, select **Close**.

## Moving a Pickup Order Card

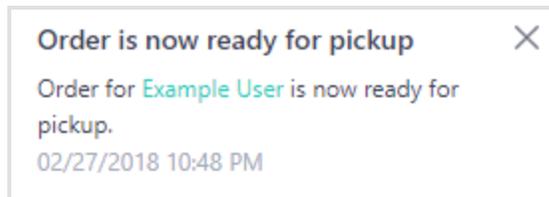
From the *Pickup* page, move your pickup order card from column to column by performing the following:

1. Under the **Not Started** column, select the pickup order card you're fulfilling the order for and drag it to the **In Progress** column.



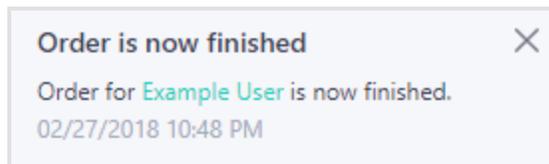
**Note:** Your customer/patient receives a notification that their order is in the process of being fulfilled.

2. Under the **In Progress** column, select the pickup order card and drag it to the **Ready** column.



**Note:** Your customer/patient receives a notification that their order is ready for pickup.

3. Under the **Ready** column, select the pickup order card and drag it to **Complete (drag order here)**.

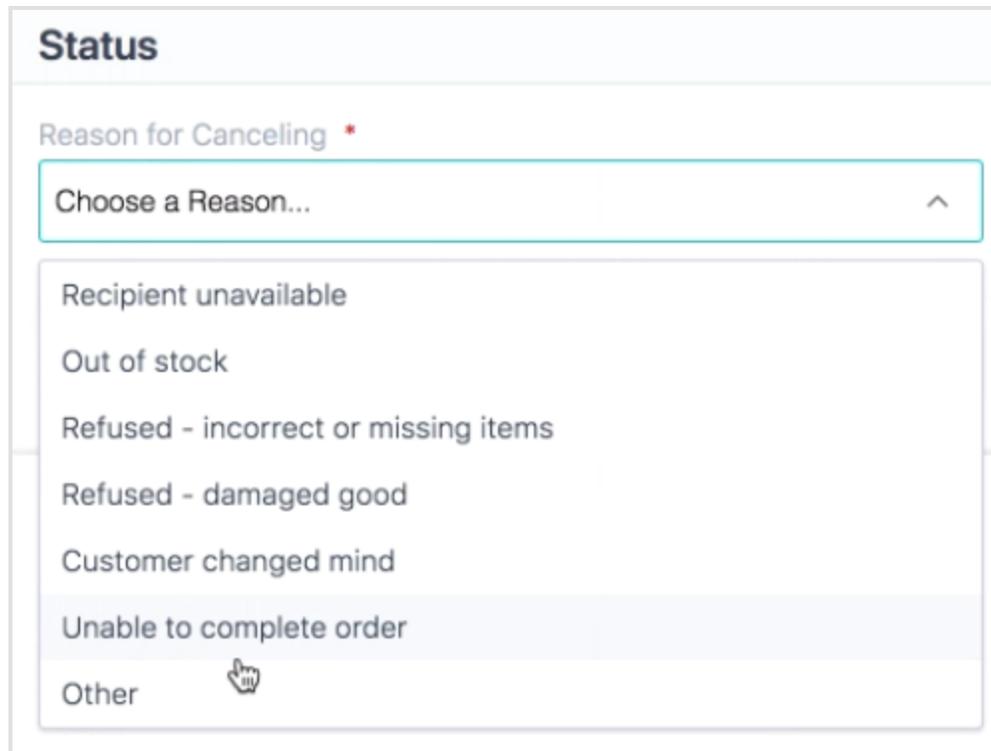


**Note:** The pickup order card is automatically moved to **Orders**.

# Canceling a Pickup Order

Fields with an asterisk are required to be filled out before continuing. To cancel a pickup order, perform the following:

1. Select the pickup order card that you want to cancel.
2. Select **Cancel**.
3. Under **Reason for Canceling**, select the down arrow, and then choose a reason for canceling.



**Status**

Reason for Canceling \*

Choose a Reason... ^

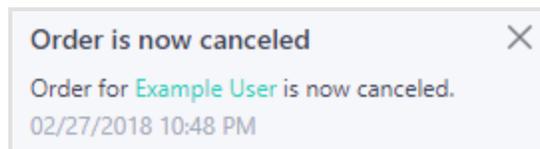
- Recipient unavailable
- Out of stock
- Refused - incorrect or missing items
- Refused - damaged good
- Customer changed mind
- Unable to complete order
- Other 

a. If you chose *Other*, under **Specify Other**, enter a reason for canceling.

4. Select **Cancel Order**.

**Note:** A notification is sent to the customer/patient that their pickup order is canceled.

**Note:** A notification appears on the screen that the pickup order is canceled.



## Searching for a Pickup Order

To search for a pickup order, perform the following:

1. Select **Pickup**.
2. In the **Search by name, order #, or phone number** field, enter the name, order number, or phone number of the pickup order you're searching for.

**Note:** Phone numbers must be typed as they are found on the pickup order card (e.g., **(555) 555-5555**).

**Note:** The pickup order cards begin displaying as you type.

Q 186969

NOT STARTED (1)

4:27 PM

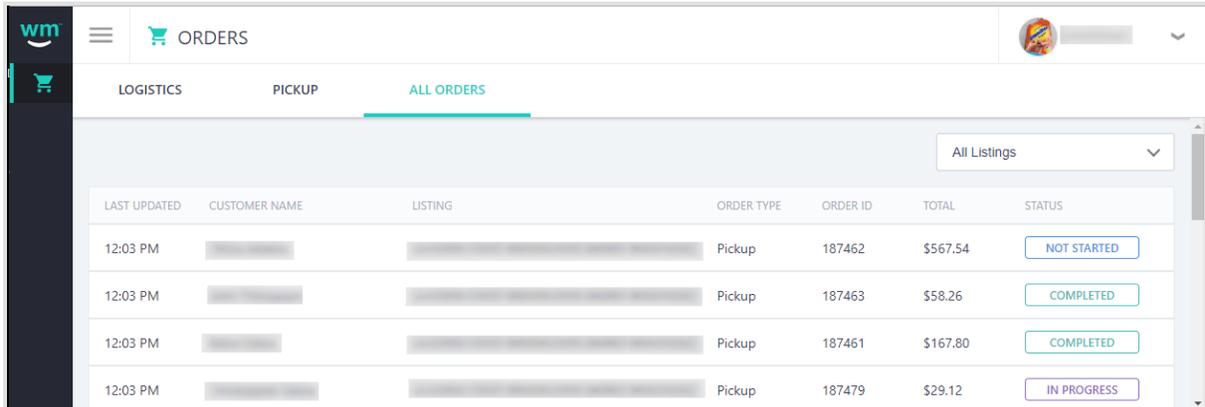
186969

177 items \$5,759.38

# Viewing Orders

The *Orders* page shows all of your business's orders in one area. This includes pickup and delivery orders. To view all of your orders, perform the following:

1. Select **All Orders**.



The screenshot shows the Amazon Workfront interface for viewing orders. The top navigation bar includes the 'wm' logo, a menu icon, and the 'ORDERS' title. Below this, there are tabs for 'LOGISTICS', 'PICKUP', and 'ALL ORDERS', with 'ALL ORDERS' being the active tab. A dropdown menu for 'All Listings' is visible in the top right corner. The main content area displays a table of orders with the following columns: LAST UPDATED, CUSTOMER NAME, LISTING, ORDER TYPE, ORDER ID, TOTAL, and STATUS. The table contains four rows of data, each with a 'Pickup' order type and a corresponding status button.

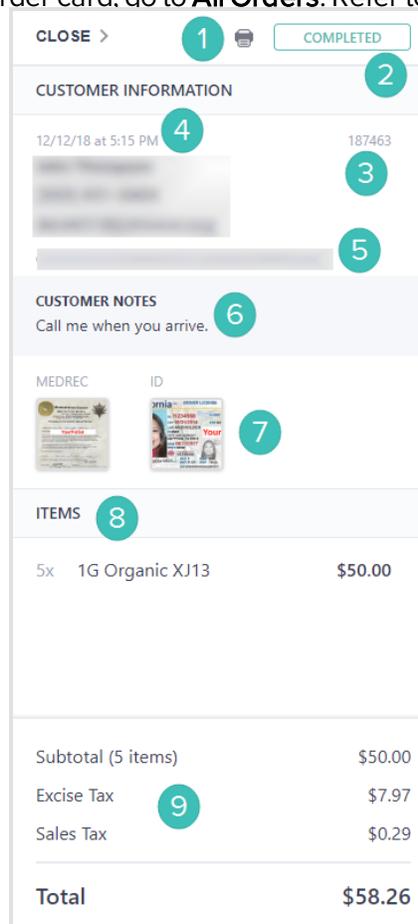
LAST UPDATED	CUSTOMER NAME	LISTING	ORDER TYPE	ORDER ID	TOTAL	STATUS
12:03 PM	[REDACTED]	[REDACTED]	Pickup	187462	\$567.54	<a href="#">NOT STARTED</a>
12:03 PM	[REDACTED]	[REDACTED]	Pickup	187463	\$58.26	<a href="#">COMPLETED</a>
12:03 PM	[REDACTED]	[REDACTED]	Pickup	187461	\$167.80	<a href="#">COMPLETED</a>
12:03 PM	[REDACTED]	[REDACTED]	Pickup	187479	\$29.12	<a href="#">IN PROGRESS</a>

Appendix C: Orders Page

2. Select the order, as necessary.

## Overview: Order Card

The order card provides information in regard to the customer/patient and their order. The order card cannot be edited. To access the order card, go to **All Orders**. Refer to the overview below for details.



Appendix D: Order Card

1. **Print** – Print the order card.
2. **Pickup Status** – The current status of the order.
3. **Order ID Number** – The ID number for this particular order.
4. **Customer Information** – The customer/patient's information as provided by them.
5. **Storefront and Weedmaps ID number** – The storefront location where the pickup order is taking place and the Weedmaps ID number of that storefront.
6. **Customer Notes** – Notes for the pickup order provided by the customer/patient, if any.
7. **Identification** – Medical Recommendation and Identification cards uploaded by the customer/patient.
8. **Pickup Order** – The products the customer/patient ordered.
9. **Total** – Taxes and total price of the order.

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## Contacting Support

For any questions you may have about Weedmaps pickup orders, please contact us.

- Call Sales/Support toll-free at 1-844-WEEDMAPS (933-3627)
- Email Sales/Support at [CustomerService@weedmaps.com](mailto:CustomerService@weedmaps.com)
- Online at <https://weedmaps.com/contact>

# Appendix A: Pickup Order Card

**CLOSE** > 1 IN PROGRESS 2

**Customer Information**

11/05/18 at 4:27 PM 4 3 186953

**CUSTOMER NOTES** 5  
Call me when you arrive.

MEDREC 6 ID 6

**Items** 7

1x	1/8 Dosidos **PAPER PLANES**	\$60.00
4x	Quad Dose, Sativa	\$48.00
1x	1/8 Monkey Tape - ATS Galaxy	\$45.00
Subtotal (184 items)		\$5,506.98
Excise Tax <span>8</span>		\$878.36
Sales Tax		\$32.49
<b>Total</b> <span>9</span>	<span>10</span>	<b>\$6,417.83</b>

CANCEL COMPLETE

## Appendix B: Pickup Page

The screenshot displays the Walmart pickup page interface. At the top left is the Walmart logo. The main header area includes a shopping cart icon, the word "ORDERS", and a user profile icon with a dropdown arrow. Below this is a navigation bar with three tabs: "LOGISTICS", "PICKUP" (which is selected and highlighted with a teal underline), and "ALL ORDERS". A search bar is located below the navigation, with the placeholder text "Search by name, order #, or phone number". To the right of the search bar is a location dropdown menu showing "North Irvine". The main content area is divided into three columns representing different order statuses: "NOT STARTED (27)", "IN PROGRESS (6)", and "READY (1)". Each column contains a list of order cards. Each order card shows a clock icon, a time, an order number, a blurred item list, and a summary of items and total price. The interface is annotated with 14 numbered callouts: 1 (user profile), 2 (location dropdown), 3 (shopping cart icon), 4 (search bar), 5 (PICKUP tab), 6 (ALL ORDERS tab), 7 (NOT STARTED header), 8 (IN PROGRESS header), 9 (READY header), 10 (order card item list), 11 (order card item list), 12 (order card items and price), 13 (order card time and number), and 14 (order card items and price).

Status	Count	Time	Order #	Items	Total Price
NOT STARTED	27	4:55 PM	187462	17 items	\$567.54
IN PROGRESS	6	5:20 PM	187465	5 items	\$116.54
READY	1	5:39 PM	187471	1 item	\$93.23

# Appendix C: Orders Page

The screenshot shows the 'ORDERS' page in a web application. The top navigation bar includes the 'wm' logo, a menu icon, and the text 'ORDERS'. A user profile icon is visible in the top right. Below the navigation bar, there are three tabs: 'LOGISTICS', 'PICKUP', and 'ALL ORDERS', with 'ALL ORDERS' being the active tab. A dropdown menu labeled 'All Listings' is located in the top right of the main content area. The main content area contains a table with the following data:

LAST UPDATED	CUSTOMER NAME	LISTING	ORDER TYPE	ORDER ID	TOTAL	STATUS
12:03 PM	[REDACTED]	[REDACTED]	Pickup	187462	\$567.54	NOT STARTED
12:03 PM	[REDACTED]	[REDACTED]	Pickup	187463	\$58.26	COMPLETED
12:03 PM	[REDACTED]	[REDACTED]	Pickup	187461	\$167.80	COMPLETED
12:03 PM	[REDACTED]	[REDACTED]	Pickup	187479	\$29.12	IN PROGRESS

# Appendix D: Order Card

CLOSE >

1

COMPLETED

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**CUSTOMER INFORMATION**

12/12/18 at 5:15 PM 4

187463

**CUSTOMER NOTES**

Call me when you arrive. 6

MEDREC

ID

7

---

**ITEMS**

5x	1G Organic XJ13	\$50.00
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Subtotal (5 items)	\$50.00
Excise Tax <span style="font-size: 24px; color: teal; border: 1px solid teal; border-radius: 50%; padding: 2px 8px;">9</span>	\$7.97
Sales Tax	\$0.29
<b>Total</b>	\$58.26

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